

Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2022-24
Department of Energy and Climate
Annual Report 2023-24

The Queensland government agencies supporting the [Queensland Multicultural Action Plan 2022-2024](#) committed to undertaking activities in one or more of six Key Action Areas. In 2023-2024 the Department of Energy and Climate focused on:

- Economic participation
- Recruitment and Workplace culture
- Interpreters and Communication Strategies
- Addressing racism and discrimination and promoting inclusion.

KEY ACTION 1: Economic participation

The Queensland Government will facilitate **economic participation** opportunities for people from culturally diverse backgrounds. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following outcomes:

- *Queensland gets the most benefit from our diversity and global connections.*
- *Individuals are supported to participate in the economy.*

Activities supporting Key Action 1	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
<p>Queensland Government Procurement (QGP) supports the Department of Employment Small Business and Training to implement a target of collectively sourcing at least 25 per cent of procurement by value from Queensland SMEs, increasing to 30 per cent by 30 June 2022 (to be measured as performance across the 2022-23 financial year).</p> <p>While this is not specific to the migrant or CALD (culturally and linguistically diverse) community, it is noted that, the CALD community makes up a significant proportion of SMEs, and this target supports those businesses.</p>	<p>Delivered</p>	<p>In May 2024, DESBT released the Queensland Small Business Strategy 2024-2027 (the Strategy) which identifies four focus areas to support small businesses. The Strategy identifies there are 47,777 CALD small business in Queensland. Procurement opportunities are identified in the Strategy as a key action to support small businesses.</p> <p>The implementation of Buy Queensland 2023 continued in 2023-24. QGP supports DESBT to report on the SME target annually.</p>



KEY ACTION 2: Recruitment and workplace culture

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Queensland gets the most benefit from our diversity and global connections.*
- *Individuals are supported to participate in the economy.*
- *Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture.*
- *Queenslanders celebrate our multicultural identity.*
- *Connected and resilient communities.*
- *A respectful and inclusive narrative about diversity.*

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Implement initiatives to raise awareness about and address unconscious bias in recruitment.	Delivered	<p>In 2023-2024 DEC partnered with Griffith University to deliver the 'Respectful workplaces' program, including the webinar 'Racism prevention: becoming anti-racist'. The following information is also available on the department's intranet:</p> <ul style="list-style-type: none"> • The ForGov 'Avoid unconscious biases' and 'Recruit for Diversity' resources for public sector employees • The Human Rights Commission 'Racism: It stops with me' campaign.
Revise recruitment and selection processes such as highlighting agency's recognition of the benefits of a diverse workforce and inclusive workplace in job descriptions to encourage culturally diverse talent to apply, addressing the impact of unconscious bias and considering the 'two in the pool' approach to shortlisting.	Delivered	<p>The development of the DEC Employee Value Proposition (EVP) included the following actions to encourage candidates from under-represented groups to join the department, including those who are culturally and linguistically diverse:</p> <ul style="list-style-type: none"> • DEC's Recruitment and Selection resources were reviewed and updated to better reflect the department's commitment to equity, diversity, respect and inclusion. This included updates to the Role Description template, the Advertising Guide and the Applicant Guide • The Employee Value Proposition welcoming messages on the department's website were refreshed to affirm the commitment to building a diverse workforce that reflects the Queensland community • Links to the ForGov 'Advertise a role', 'Avoid Unconscious biases' and the 'Recruit for Diversity' pages were included on the DEC intranet Recruitment page. <p>Throughout 2023-2024 multiple all staff internal messages and intranet feature articles also incorporated the focus on building equitable, diverse, respectful and inclusive workplaces.</p>



KEY ACTION 5: Interpreters and communication strategies

Queensland Government agencies will ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner, through **improved access to interpreters and implementing multilingual and multi-modal communication strategies**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved knowledge about customers' diversity.*
- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*
- *Queensland gets the most benefit from our diversity and global connections.*
- *Individuals are supported to participate in the economy.*

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds. \
General Goods and Services, Queensland Government Procurement supports Queensland Health to manage the Language Services Standing Offer Arrangement, facilitating access to qualified interpreters for Queensland Government service providers.	Delivered	Queensland Health leads this project with assistance from Queensland Government Procurement, General Goods and Services. Queensland Health is progressing this action pending outcomes of a review by the Australian Government. Subsequent to review outcomes, QGP remains ready to provide governance and other procurement assistance as required.



KEY ACTION 6: Address racism, discrimination, and promote inclusion.

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved knowledge about customers' diversity.*
- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*
- *Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture.*
- *Queenslanders celebrate our multicultural identity.*
- *Connected and resilient communities.*
- *A respectful and inclusive narrative about diversity.*

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Commit to safe and inclusive workplaces and ensure its workforce policies and practices promote this goal.	Delivered	<p>The DEC Equity, Diversity, Respect and Inclusion Plan 2024-26 clearly articulates the department's vision, purpose and five key priorities:</p> <ul style="list-style-type: none"> • Senior executive commitment • Recruitment • Training and capability • Our people and • Our work <p>In 2024 DEC commenced a review of all HR policies, procedures, guidelines, and templates to ensure clear messaging regarding the ongoing development of equitable, diverse, inclusive and respectful workplaces. This review included the Workplace health and wellbeing policy which notes:</p> <ul style="list-style-type: none"> • the provision of a healthy and respectful workplace is a core value of the department • everyone is responsible for promoting a culture of respect and inclusion where all employees feel safe in our workplace.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>In 2023-2024 DEC partnered with Griffith University to deliver a series of 'Respectful workplaces' recorded webinars. The topics were designed using the Motivating Action Through Empowerment (MATE) model to address workplace bullying, harassment and discrimination:</p> <ul style="list-style-type: none"> • The bystander approach to preventing harmful behaviours • Respectfully challenging problematic behaviours • Diversity, inclusion, and respect in the workplace • Racism prevention: becoming anti-racist • Responding to disclosures of inappropriate behaviour <p>In August 2023 the Director-General promoted Multicultural Queensland month and the 'Words at work' guide which shows how inclusive language can improve workplace culture and drive productivity. Employees were also encouraged to participate in the webinars hosted by the Department of Multicultural Affairs Queensland e.g. <i>Racism Prevention: Becoming Anti-Racist</i> and <i>Promoting Cultural Diversity & Inclusion in the Workplace and Beyond</i>.</p> <p>The following information is also available on the DEC intranet:</p> <ul style="list-style-type: none"> • The Human Rights Commission 'Racism: It stops with me' campaign • 'Unconscious bias' resources on ForGov, the information website for Queensland public sector employees • The dedicated Inclusion and Diversity page and dedicated Multicultural page provide links to relevant departmental policies, procedures and guidelines and enables access to further external resources and support information. • The seven SBS online training modules are designed to give all employees core skills and knowledge around inclusion in general, and specifically around different diversity dimensions. <p>The department is also a member of the Diversity Council Australia (DCA) - Australia's independent not-for-profit peak body leading diversity and inclusion in the workplace. All staff have access to the DCA website, resources, national webinars etc.</p>

